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Conducting Meetings, Writing Agendas, Drafting Minutes

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Agenda and Meeting Memo Assignment

(Modified and expanded assignment from *Writing that Works* by Oliu chapter on Presentations and Conducting Meetings)

Due Date:

Imagine that you work with several other college students for a company that offers quality home painting services. Potential customers often call to discuss their projects and schedule a free consultation. Employees take turns answering the phones when the receptionist is on break. The problems the supervisor has observed are as follow:

- John and Jane let the phone ring four or five times before answering because they like to finish what they are doing before beginning what could be a long discussion.
- If another employee accidentally transfers a call to John, he bounces it back to the front desk or transfers it to Jane so that he can focus on something else.
- Because Jane is on the phone all day, she often eats lunch at her desk, and occasionally answers the phone while chewing her food.
- Sometimes Jane stops by John's desk to ask him about orders; John usually puts his hand over the receiver before answering her.

John and Jane, and others like them, will soon be fired unless they improve their telephone skills, so your supervisor has asked you to hold a meeting to address the problem.

Group Tasks Day One

- Determine what the purpose of your meeting is and who should attend it.
- Taking into account previous lectures on internet searches, search the Web for at least three sites that describe proper phone etiquette.
- As a group, make a **list** of what employees **should be doing** to create a good impression to potential customers.
- Use your list to prepare a properly formatted and detailed agenda for the meeting. Each student in the group should have a copy of the list. You will take the list home to type the agenda, bring it back for the next class meeting (Every student in the group must prepare an agenda with the same discussion topics for the meeting).
- Keep in mind that employees are sensitive to criticism and that you want to maintain a positive attitude among staff—but that you also want to solve the phone-etiquette problem. Think carefully of the topics you will address at the meeting and how you will approach the issues.
- Show that you understand your intended audience by scheduling topics that will be useful to all employees attending the meeting.

Group and Individual Tasks Day Two

- Hold a meeting to discuss the points on the agenda. Each person in the group is responsible for covering at least one item from the agenda.
- Watch your tone and language – remember the various personalities types we discussed in class and how to address interruptions, negativity, controlling behavior, etc.
- Take notes on what has been discussed during the meeting (everyone should pretend that he/she has been assigned the role of typing the minutes).

- Close the meeting by reviewing all the decisions agreed upon by the group and allow for questions and clarifications.
- Individually draft the minutes of the meeting in memo format. Clearly state the name of the group or committee, the topic of the meeting, the attendees and their titles, the place, time, and date for the meeting, all the main motions that were made with statements as to whether they were carried, defeated, or tabled, and the names of those who made and seconded the motions, the time the meeting was adjourned, and the place, time, and date of the follow up meeting, if any.

Parameters

For this assignment, the following parameters must be observed:

- Memo formatting, typed and single-spaced, with one-inch margins;
- Times New Roman font at size 12;
- Printed on white paper;
- Use the memo template you created on week one;
- **Attach the Grading Rubric** (see below) to your memo.

Student_____

Agenda and Meeting Memo Grading Rubric

Total Points	Earned Points	Grading based on the following elements:
FORMAT, TONE, AND GRAMMAR		
5		Proper business format for both documents
5		The Agenda and Minutes are typed
2		Perfect or near perfect grammar with no contractions or slang
2		Avoids repetition
2		Professional tone fits the intended audience
AGENDA/MEETING		
5		Focused Agenda listing the purpose, date, place, time, attendees, topic, presenters and allotted time for each presenter
4		List of researched phone etiquette tips is included (handwritten in class)
4		The notes of the meeting are accurate, complete, and clear (handwritten in class)
MINUTES		
5		The minutes are concisely written but detailed and avoid generalities. All tasks are recorded and names of attendees who will perform these tasks are stated.
3		The minutes are specific and consistent when referring to people, places and events.
3		The minutes are written in an objective and impartial manner, avoiding adjectives and adverbs that suggest either good or bad qualities.
Warning: Plagiarized letters and memos from textbook or samples receive zero points		

MGMT 3500 Schedule

Reading and writing assignments are assigned on the dates below. You are expected to come to class with the readings and writing assignments **completed on the date listed** on this schedule. Write down any questions you may have about the readings and ask about them during discussions.

Date		Class Activities	HW - Writings	HW - Readings
Week One	Monday Aug. 24	1. Review Syllabus 2. Succeeding in Business communication		
Week One	Wednesday Aug. 26	1. Communication Codes 2. Personal logo/letterhead, memo discussion—ppt		Read Text: Ch
Week Two	Monday Aug. 31	1. Quiz 2. Fundamentals in business writing—ppt *Audience 3. Intercultural communication concepts	Personal logo letterhead, memo design due	Read Text: Ch Audience, Purpose, and Medium
Week Two	Wednesday Sept. 2	1. Quiz 2. Negative Messages: Complaint letter discussion—ppt		Read Text: Ch Writing Business Correspondence: Letters
Week Three	Monday Sept. 7	LABOR DAY	CAMPUS CLOSED	
Week Three	Wednesday Sept. 9	1. Quiz 2. Resolution letter - ppt 3. Effective Writing Style	Complaint letter due—bring two copies	Read Text: Ch Writing Styles
Week Four	Monday Sept. 14	1. Other Negative messages 2. In-class refusal assignment		
Week Four	Wednesday Sept. 16	1. Story ppt 2. Sales/promotion discussion—ppt 3. In-class oral exercise	Resolution letter due	Read Text: Ch Positive, Persuasive and Neutral Messages
Week Five	Monday Sept. 21	Discussion on digital and electronic messages—ppt		Read Text: Ch Online Communications: Blogs, Podcasts, YouTube, social media, email
Week Five	Wednesday Sept. 23	1. Quiz 2. Discuss working in teams: collaborating	Sales/Promotion analysis assignment due	Read Text: Ch Working in Teams
Week Six	Monday Sept. 28	1. Conducting Research ppt (sources) 2. In class questionnaire exercise		Read Text: Ch Researching your subject
Week Six	Wednesday Sept. 30	1. In-class exercise: survey findings 2. Write Memo Recommendation	Questionnaire results due	
Week Seven	Monday Oct. 5	1. Quiz 2. In-class exercise: Incident Report		Read Text: Ch Informal Reports
Week Seven	Wednesday Oct. 7	1. Quiz 2. Discussion on final proposal—ppt 3. Proposal planning and structure		Read Text: Ch Writing Proposals

Week Eight	Monday Oct. 12	Midterm Review: Discussion on timed writing—ppt	Proposal Idea Plan Due	
Week Eight	Wednesday Oct. 14	Midterm Exam		
Week Nine	Monday Oct. 19	1. Go over Midterm results 2. Interpersonal skills: casual and formal		Read Text: Ch Interpersonal Communication Skills
Week Nine	Wednesday Oct. 21	1. Effective Interpersonal communication lecture 2. In-class activity		
Week Ten	Monday Oct. 26	1. Quiz 2. Discussion on how to have effective meetings 3. Meeting Exercise part one		Read Text: Ch Conducting Meetings, Agendas, Minutes
Week Ten	Wednesday Oct. 28	Meeting Exercise part two: In class meetings		
Week Eleven	Monday Nov. 2	1.Quiz 2. CV- ppt 3. Cover letter discussion 4. Bring current resume and/or dates to class to update your resume.	Due: Agenda and Minutes assignment	Read Text: Ch. Finding the Right Job
Week Eleven	Wednesday Nov. 4	Interviewing well—ppt In-class interview exercise	Resume due (bring two copies)	
Week Twelve	Monday Nov. 9	Editing your rough draft lecture	Interview memo due	
Week Twelve	Wednesday Nov. 11	VETERAN'S DAY	CAMPUS CLOSED	
Week Thirteen	Monday Nov. 16	In-class peer review	Revised proposal due with front and back matter. Writing Center Report Due	
Week Thirteen	Wednesday Nov. 18	1. Quiz ch.14 2. Discussion on how to present well in a public setting and using visual aids—ppt 3.Sign up for presentations	1. <u>A complete copy</u> of entire proposal due: executive summary, introduction, body, and conclusion.	Read Text: Ch. Giving Presentations
Week Fourteen	Monday Nov. 23	Oral presentations		
Week Fourteen	Wednesday Nov. 25	Oral presentations		
Week Fifteen	Monday Nov. 30	Oral presentations		
Week Fifteen	Wednesday Dec. 2	Review for Final		
Finals Week	Monday Dec. 7	Final Exam		